



Benchmarks

Volume 1 - Number 1 * April 1998

General Articles

[The Network
Connection](#)

[List of the Month](#)

[WWW@UNT.EDU](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Shift Key](#)

Other Resources

[Back Issues](#)

[UNT Main Page](#)

[UNT Calendar](#)

[Support Services](#)

[Tutorials &
References](#)

[Training Web](#)

[Academic
Computing
Services](#)

[Computing Center](#)

[About
Benchmarks
Online](#)

Feature Articles

[Campus Computing News](#)

Click on this title to find out the latest campus computing news. Dr. Maurice Leatherbury, Director of Academic Computing Services, fills you in on *Desktop Application Software Guidelines*, laptop computers, Web-based testing and more.

[Anti-Spam Measures Affect IMAP Users](#)

Unsolicited electronic mail is wreaking havoc on mail systems everywhere. If you frequently read mail in your UNT E-mailbox via a non-UNT Internet service, you should pay careful attention to the information in this article.

[GroupWise "Everyone Mail" a Problem](#)

Mail sent to everyone who has a GroupWise account continues to be a problem. Read this article to find out about the *Large Group E-mail Guidelines* set out by the Vice Presidents and Provost last year (2/17/97). They are still meaningful and should be followed.

[Internet Relay Chat on Jove](#)

When Jove was upgraded to Solaris version 2.6 on January 7, 1998, the IRC client program was not restored for a number of reasons. This article tells you why and what the alternatives to Jove IRC are.

Benchmarks *Online* Monthly

[Page One](#)

[Campus
Computing News](#)

[Anti-Spam
Measures Affect
IMAP Users](#)

[GroupWise
"Everyone Mail" A
Problem](#)

[Internet Relay
Chat on Jove](#)

[Benchmarks
Online Monthly](#)

[The Network
Connection](#)

[List of the Month](#)

[WWW@UNT.EDU](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Shift Key](#)

Network Connection

By [Dr. Philip Baczewski](#), Associate Director of Academic Computing

Is Spam Illegal?

Spam is unsolicited e-mail that is sent out en masse to people who have in no way requested such mail to be sent. Because the content of spam e-mail often offers get-rich-quick schemes or pornographic Web sites, it is easy to assume that the activity of sending a spam must be illegal. The truth is that in most cases, it is not illegal. As objectionable as many spam messages are, fighting spammers is not just a matter of picking up the phone and calling the FBI. In reality, the law surrounding issues of spamming is currently quite complex and involves issues ranging from free speech to electronic communication. This columnist is definitely not a lawyer and doesn't even claim to play one on TV. This article, however, will provide some references where you can read more about the legal issues surrounding e-mail spam and the measures being considered to try to control a growing annoyance and a possible threat to Internet access and stability.

Spam, Free Speech, and Current Laws

An article by Michael W. Carroll from the Berkeley Technology Law Journal (<http://www.law.berkeley.edu/btlj/articles/11-2/carroll.html>) goes into great detail about the legal issues surrounding spam e-mail and possible existing or proposed laws to prevent it (the article was partially reprinted as [The Network Connection](#) in [Benchmarks, Volume 18, Number 2](#)). He illustrates that it is constitutionally difficult, if not impossible, for the government to regulate the content of e-mail messages. As recent news indicates, however, it is possible to recover damages for misuse of commercial or private Internet networks (see <http://cnn.com/TECH/computing/9803/29/junk.e.mail.ap/index.html>). Internet service providers (ISPs) brought two successful civil cases against a company whose business activity was sending spam e-mail. You and I, however, usually don't have a flock of corporate lawyers at our disposal, so we must await further legislation or litigation before we see any lessening of spam messages arriving in our mailboxes.

Washington State: Send a Spam, Go to Jail?

Washington State recently became the first government in the United States to pass a bill that, under certain conditions, makes it illegal to send spam e-mail. The bill (http://leginfo.leg.wa.gov/pub/billinfo/house/2750-2774/2752-s_e_021698) states:

Sec. 3. (1) No person, corporation, partnership, or association may initiate the transmission of a commercial electronic mail message from a computer located in Washington or to an electronic mail address that the sender knows, or has reason to know, is held by a Washington resident that:

(a) Uses a third party's internet domain name without permission of the third party, or otherwise misrepresents any information in identifying the point of origin or the transmission path of a commercial electronic mail message; or

(b) Contains false or misleading information in the subject line.

The conditions include that the spam must come from a computer in Washington State and be sent to the e-mail address of a Washington State resident. According to a story on CNN Interactive (http://cnn.com/TECH/computing/9803/27/wash_spam/index.html), "Individuals who receive junk e-mail can collect up to \$500 per violation. Internet service providers can collect up to \$1,000 in damages if spam mail slows down access to customers."

While this bill is far from slamming the jail door on all spammers, it does hit at two activities that spammers are notorious for doing: hiding their identity by making the mail seem like it came from a known or unknown Internet site not their own, and luring you into reading by using an exaggerated or unrelated subject line. The penalties under this law, however, are civil and not criminal. Instead of calling the police when you get a spam, under the Washington State law, you have to call a lawyer and sue the offending party.

Pending Federal Legislation

A number of U.S. Federal laws have been filed in Congress. None of these have yet passed in either house, however. Congressman Smith of New Jersey has proposed legislation that is looked upon most favorably by some anti-spam organizations. His bill modifies existing statutes to include e-mail among other media where unsolicited communication is already banned. The penalties in this case would be civil rather than criminal, but the existing statute has had the effect of discouraging junk FAX transmissions and telemarketing calls to Cellular phones.

A complete list of the pending legislation follows:

Legislation filed by Congressman Smith:

<ftp://ftp.loc.gov/pub/thomas/c105/h1748.ih.txt>

Legislation filed by Congressman Tauzin:

<ftp://ftp.loc.gov/pub/thomas/c105/h2368.ih.txt>

Legislation filed by Senator Murkowski:

<ftp://ftp.loc.gov/pub/thomas/c105/s771.is.txt>

Legislation filed by Senator Torricelli:

<ftp://ftp.loc.gov/pub/thomas/c105/s875.is.txt>

Towards a Solution

It's clear that spam won't go away soon and that it is currently far from being illegal. Just because it is not legal, however, does not mean that it is not unethical, unwanted, costly, or annoying. If you are interested in learning more about spam e-mail and ways to prevent its transmission, the following web sites might be of interest:

Fight Spam on the Internet!: <http://spam.abuse.net/>

and

The Coalition Against Unsolicited Commercial Email: <http://www.cauce.org/>

Spam probably won't just go away on its own. A big discouragement to spam, however, would be requiring spammers to identify themselves in the process, shifting the current burden of public blame that falls against Internet service providers. If the Washington State law were adopted nationally, spammers would either have to identify themselves and face the backlash of their activity, or instead face large-scale penalties should their identity be discovered. No solution is perfect, but one which discourages current anonymous spams and still preserves freedom of speech would surely be welcome in the Internet community.

[Page One](#)

[Campus
Computing News](#)

[Anti-Spam
Measures Affect
IMAP Users](#)

[GroupWise
"Everyone Mail" A
Problem](#)

[Internet Relay
Chat on Jove](#)

[Benchmarks
Online Monthly](#)

[The Network
Connection](#)

List of the Month

[WWW@UNT.EDU](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Shift Key](#)

List of the Month

Each month we highlight one Internet, USENET Special Interest Group (SIG), or similar mailing list.

SPAM-L

<http://abuse.net/spam-l>

The following information was obtained from the SPAM-L [FAQ](#).

What is SPAM-L?

SPAM-L is a LISTSERV mailing list created on August 19th, 1995 and is dedicated to "Spam prevention and Discussion". That means discussion of spam-prevention, not debating the merits (or lack thereof) of spam. Tips, tricks, procmail recipes, resources for fighting spam, etc. are all welcome. In addition, many people copy SPAM-L on their response to a given spam. This is OK, within certain guidelines. What is not welcome is discussion along the lines of "Spam is here, get used to it!" or "Why can't spammers and everyone else just get along?", etc.

How do I subscribe?

Send an E-mail message to LISTSERV@peach.ease.lsoft.com with the words **subscribe SPAM-L** *First name Last name* in the body of the message.

Who owns/maintains it?

The owner of SPAM-L prefers to remain semi-anonymous to keep from getting flooded with e-mail requests for help regarding spam. It's my job to get flooded with requests for help regarding spam! ;-) Seriously, if you would like to contact the owner, the convention is the same as with all LISTSERV lists. Just send E-mail to spam-l-request@peach.ease.lsoft.com.

[Page One](#)[Campus
Computing News](#)[Anti-Spam
Measures Affect
IMAP Users](#)[GroupWise
"Everyone Mail" A
Problem](#)[Internet Relay
Chat on Jove](#)[Benchmarks
Online Monthly](#)[The Network
Connection](#)[List of the Month](#)[WWW@UNT.EDU](#)[Short Courses](#)[IRC News](#)[Staff Activities](#)[Shift Key](#)

WWW@UNT.EDU

By [Mark Wilcox](#), Campus Web Administrator

This spring has been truly a semester of change for the Central Web Support team. It marks the first spring that UNT has had 3 full time people working on the Web. Personally I think Kenn and Sharon have helped improve our services and support immensely.

This spring has really been defined by faculty support. The University has a goal of actually holding classes via the Internet by fall 1998. Some of these Internet based courses are already currently offered and we also have variety of distance learning classes that use more traditional techniques (e.g. video-conference & in person at remote location), but the real push will come this fall. This has meant that we have spent much of our time teaching and supporting faculty as they create their classes. It has been a real learning experience for everyone involved and it has been exciting to have been a part of this on the "ground floor".

This fall a new center, *Center for Distance Learning*, will open its doors. The new center's job will be to provide a place for professors to find out what's available at UNT to offer classes via distance learning and also provide a place where they go to have consultants create their sites for them. Look for more information on this exciting new opportunity this summer.

On a more interesting note, our overall traffic as tripled in the past year. In March of last year we averaged about a million "hits" for the central Web server (<http://www.unt.edu/>), but in February of this year we hit the 3 million mark. That has been the average for the past couple of months. Thanks to everyone who has created content and visited the site.

Until next time,

Mark

[Page One](#)

[Campus
Computing News](#)

[Anti-Spam
Measures Affect
IMAP Users](#)

[GroupWise
"Everyone Mail" A
Problem](#)

[Internet Relay
Chat on Jove](#)

[Benchmarks
Online Monthly](#)

[The Network
Connection](#)

[List of the Month](#)

[WWW@UNT.EDU](#)

Short Courses

[IRC News](#)

[Staff Activities](#)

[Shift Key](#)

Short Courses

By [Claudia Lynch](#), *Benchmarks Editor*

All ACS Short Courses for the 1998 spring semester have been completed. The summer schedule will be published some time in May. We are, however, offering a series of courses through the Human Resources Department that may be of interest to the campus community. Because these courses are offered in the Eagle Student Services Center (ESSC) Lab, UNT **students** can also attend the classes. To register for a class, contact [Human Resources](#) Training & Development division (940-565-4246). The courses offered are as follows:

- **Computers - Back to the Basics.** This course is designed to help you through the maze of terminology about computer hardware and software. The instructor will guide you on a tour of the inside of a computer to see how all the parts fit together, and discuss the different add-on components that can be so confusing when reading ads. Software will also be discussed, such as word processing, the most common programs being used, etc., and a quick tour of Windows 95 to whet the appetite for the next class. This 2 hour class should make you feel a little more at ease with your computer.

Monday, May 4, 2-4p.m. ESSC 152

- **Windows 95 Introduction - What's the Least I have to know to be able to use it!** This course gives you the basics of using the Windows 95 Task Bar, Menu, resizing and moving windows, Mouse manipulation, Windows Explorer, and the Control Panel. A quick 2 hours to feeling more comfortable with Windows 95.

Monday, April 6, 2-4 p.m. ESSC 152.

Wednesday, May 6, 2-4 p.m. ESSC 152.

- **Introduction to Word97 - The Basics.** Learn the basics of Word97 -- create a document, cut and paste, use the toolbars, spell check, grammar check, save and print. Bring samples of your own work to do in the second half of the class for practice.

Wednesday, April 8, 2-5 p.m. ESSC 152.

Tuesday, May 26, 2-5 p.m. ESSC 152.

- **Introduction to Excel 97 - The Basics.** Learn the basics of creating an Excel spreadsheet -- create a payroll spreadsheet, calculate the monthly salaries, keep a summary sheet, format the spreadsheet, save and print it. Bring your own work to do in the second half of the class for practice.

Monday, April 13, 2-5 p.m. ESSC 152.

Tuesday, May 19, 2-5 p.m. ESSC 152.

- **Introduction to PowerPoint 97 - Creating a Slide Show.** An introduction to creating slides, adding graphics, creating an organization chart, and a bar graph, and then presenting the slide show complete with transitions and bullet effects. A quick way to update your overheads to a more effective presentation device.

Friday, April 24, 9 a.m.-Noon. ESSC 152.

Monday, May 11, 2-5 p.m. ESSC 152.

- **Advanced Word97 - MailMerge it Together.** Now that you understand how to use the basics of Word (a prerequisite for this class!!), learn how to create form letters, labels, envelopes and catalog lists with lists of names created in Word, in Excel, or in Access. We'll "Merge it Together" with each program.

Wednesday, April 29, 2-5 p.m. ESSC 152.

Wednesday, May 13, 2-5 p.m. ESSC 152.

The ACS Short Course [schedule](#) for spring 1998 can be reviewed to see the sorts of courses that will be offered in the summer.

Customized Short Courses

Faculty members can request customized short courses, geared to their class needs. Other groups can request special courses also. Contact ACS for more information (ISB 119, 565-4068, lynch@unt.edu).

Especially for Faculty and Staff Members

Staff and faculty members can also take courses through the [Human Resources Department](#). A new [Distributed Learning Curriculum](#) is being offered especially to Faculty Members. Topics include Windows 95, PowerPoint, Basic Video Conferencing, Multimedia, and a series of classes concerning the World Wide Web.

Alternate Forms of Training

The [Training](#) Web site has all sorts of information about alternate forms of training. Training tapes, Computer Based Training (CBT) and Web-based training are some of the alternatives offered.

[Page One](#)

[Campus
Computing News](#)

[Anti-Spam
Measures Affect
IMAP Users](#)

[GroupWise
"Everyone Mail" A
Problem](#)

[Internet Relay
Chat on Jove](#)

[Benchmarks
Online Monthly](#)

[The Network
Connection](#)

[List of the Month](#)

[WWW@UNT.EDU](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Shift Key](#)

IRC News



Minutes provided by Sue Ellen Richey,
Recording Secretary

IRC Regular Voting Members: Ginny Anderson, Fiscal Affairs; Walter Bowen, Academic Administration; Bill Buntain, Communications Program Group; Carolyn Cunningham, Student Affairs; Paul Dworak, College of Music; Steve Grant, UNT Health Science Center; Don Grose, Libraries; Jenny Jopling, Instruction Program Group; Joneel Harris, Administrative Program Group; Mike Kozak, Faculty Senate; Allen Livingston, Student Association; Steve Miller, Human Resources; Dennis Mueller, Research Program Group; Ramu Muthiah, School of Community Services; Robert Nimocks, Director, Information Technology, UNTHSC; Jim Poirot, College of Education; Don Schol, School of Visual Arts; Kathleen Swigger, College of Arts and Sciences; Neal Tate, University Planning Council; Philip Turner, Associate Vice President of Academic Affairs for Distance Education and Dean of the School of Library and Information Resources (Chair, IRC); Chair) Virginia Wheelless, Chancellor; John Windsor, College of Business;. **IRC Ex-officio Nonvoting Members:** Jim Curry, Microcomputer Maintenance Shop; Richard Harris, Computing Center; Coy Hoggard, Computing Center; Maurice Leatherbury, Computing Center; Sue Ellen Richey, Computing Center (Recording Secretary); Rondel Stevens, Telecommunications.

January 20, 1998

Minutes Approved

A motion was passed to approve the minutes of the December 16, 1997 meeting.

Distributed Learning Team Representation

Richard Harris met with the IR Steering Committee and informed them that the distributed learning team would have representation on the council.

Desktop Application Software Guidelines

Maurice Leatherbury distributed a new draft of the Desktop Application Software Guidelines stating that the new draft has been reviewed and approved by the committee members via e-mail. Maurice expressed his hope that this new draft would be more acceptable, as he had tried to word it in more politically correct terms. At the last meeting, he brought up the question of the relationship of the General Access Computer Labs' infrastructure and management structure to the overall computing environment on campus. Cengiz Capan made a presentation in which he suggested that the General Access Lab Manager's Committee (GALMAC), which is the operational group of the actual Lab Managers, be placed under the Distributed Computing Support Management Team. Others in the group thought that the General Access Lab Committee, which is the policy-making group, has a purpose of representing the larger picture on campus of academic computing needs of students. That issue was then sent back to both committees to meet and discuss at the GALMAC meeting in February.

A presentation by Compaq Computer was also made at the recent meeting of the Distributed

Computing Support Management Team, as part of the effort to establish a laptop computer standard and purchasing program. Proposals from vendors, to whom requests for offers were sent, are due before the end of January.

The Chair pointed out that a vote will be taken by the council on the Desktop Application Software Guidelines at the February meeting. Dr. Turner said he would take the new draft to a Dean's retreat that is coming up soon.

Communications Program Group

Bill Buntain reported for the Communications Program Group that they visited the GTE Technology Solution Center to look at a new technology called ADSL. This technology promises very high speed access from the home to the internet service provider. Bill requested that if any department is looking into using this new technology that they talk with Bill before putting it in place. ADSL provides 5.xMB downstream (to the user) and 640k upstream. The benefit of ADSL is that it runs over regular telephone lines so it doesn't require re-cabling. It uses unused spectrum frequency on the existing copper and the data and voice portions are split off. The Computing Center is investigating whether or not it can do the same thing in order to give this high-speed access to the dorms, using the existing phone lines.

Bill asked that if anyone on campus is looking into higher-speed bandwidth applications, or anything that will tax UNT's internet connection, they should contact Bill so that their plans can be included in the Computing Center's plans.

Bill also mentioned that he is looking at deploying switches that will support DHCP (dynamic host configuration protocol), which should resolve the tc/pip addressing issues that were discussed at the last IRC meeting.

Instruction Program Group

Jenny Jopling reported that the Instruction Program Group met and is working with Jim Curry on classroom support services. The group is working on a classroom access policy, a draft of which she will be bringing to the February IRC meeting for approval. In response to a question from the Chair regarding Microcomputer Maintenance support of high-end classrooms, such as the video-conferencing classrooms, Jenny said that Jim Curry's immediate focus will be on regular classrooms and that the high-end classroom support has not yet been addressed.

CBT courseware

Bill Buntain reported that the Library has the CBT campus server up and running, which makes all of the new CBT courseware available campuswide. Instructions have been sent out to Network Managers for setting up the client on their servers in order to deploy the courseware out to their users.

February 17, 1998

Harris Chair, Minutes Approved

Richard Harris chaired the meeting in Philip Turner's absence.

A motion was passed to approve the minutes of the January 20, 1998.

Year 2000

Richard Harris reported that at the last IR Steering Committee meeting, Coy Hoggard briefed the vice presidents on the Year 2000 efforts and asked for help in establishing a campus-wide committee representing all areas of the university. Each member of the committee will have a set of responsibilities for reporting and compliance.

Distributed Computing Support Management Team

Maurice Leatherbury reported for the Distributed Computing Support Management Team that at the Jan. 16th meeting the General Access Lab Managers Committee Chair reported that they are working on the question of the labs' infrastructure and the General Access Lab Committee. They requested that they be allowed to bring the issue to the IRC at some future meeting, after they have had a chance to discuss the issues and formulate a procedure or recommendations about changing any structures.

Laptop Computers

Maurice distributed a new IDO form for ordering laptop computers from the Microcomputer Maintenance Shop. The result of much investigation and evaluation is that MMS will sell two Dell laptop models, which are shown on the IDO. Since the printing of the IDO form, the price on the Research Machine has been lowered by about \$600.00, and it comes with 64 MB of memory rather than 32, as is currently shown. Jim Curry is now taking orders for these. Other benefits of this program are that UNT staff and faculty can buy these same models for personal use directly from Dell, at the same pricing, which appears to be about \$1,100.00 lower than retail. In addition, Dell will allow trade-ins of old models of any brand of laptop that is in working condition. Maurice explained that the new Dell laptops will be loaded with Windows 95, R.2, but no application software. Jim Curry is committed to trying this sale and maintenance plan for one year and then will evaluate the program for cost-effectiveness.

Desktop Application Software Guidelines

Maurice distributed a final draft of the Desktop Application Software Guidelines which has been brought before the IRC at three previous meetings. By presentation of this document, the IRC is being asked to endorse the guidelines for campus-wide use. Paul Dworak moved that the IRC endorse the guidelines as distributed. John Jones requested that the date for these guidelines to become effective be changed to September 1, 1998 rather than July 1, 1998. This change was acceptable to Maurice Leatherbury and Paul Dworak, so Paul's original motion stands with this amendment. Carolyn Cunningham seconded the motion and it passed unanimously.

Administration Program Group

Joneel Harris reported for the Administration Program Group that they have met to discuss international addresses for students, and came to an agreeable solution for meeting EEOC requirements. She reported that the new Federally funded Hope Scholarship and Life-long Learning Credits Program will create some reporting difficulties for UNT. Coy Hoggard commented that the Year 2000 conversion effort is turning out to be a much larger task than was first thought.

Communications Program Group

Bill Buntain reported for the Communications Program Group that two custom CDs have been burned; one with internet access software and one for Microsoft Office. He said he would like to know if there is any interest in burning custom CDs for the Intranetware and Windows NT administration courses. The committee is actively investigating expansion of the bandwidth on UNT's internet connection. They have been monitoring bandwidth utilization and are surprised at the usage; so they are looking at alternatives to expand the bandwidth. They will be evaluating migration paths for the campus network and have been looking at XDSL digital subscriber line technology. The committee has scheduled a number of vendors to come in and show their equipment, particularly with regard to its applicability to getting communications into the dormitories. Bill believes that there is a strong potential for an economically viable way of providing relatively high-speed communications to the dorms without having to rewire. Another subject the program group will be discussing is the possibility of linking the UNT network with the City of Denton fiber optics network (which would also link UNT with FEMA, some county offices, Police department, DISD, etc.). Bill said he would welcome input from members on this subject.

Faculty Senate Resolution Discussed

Richard Harris called the council's attention to the Faculty Senate Resolution concerning decentralized computing on the UNT campus as it relates to the Desktop Application Software Guidelines. He asked what the Council members wanted to do in response to the resolution. Some discussion followed. Richard pointed out that the IRC is a place where users' needs can be heard and it is appropriate for issues of this kind to be discussed here. In turn, those issues will be carried forward to the IR Steering Committee. It was further pointed out that communication between technical support areas and computer users is a key issue; therefore, it was suggested that a response to the Faculty Senate resolution be made by the IRC. Paul Dworak volunteered to ask the Standards & Cooperation Program Group to draft a resolution in response to the Faculty Senate resolution. The Council agreed that would be appropriate.

Richard stated that he would report to the IR Steering Committee that the Council's response to the Faculty Senate Resolution was positive, and tell them that the S&C Program Group will formulate a resolution and take action on that at the next IRC meeting.

DHCP servers?

Allen Livingston asked if there is a roll-out planned for the DHCP servers? He stated that he was aware that they are being tested and the tests are creating problems. Bill Buntain responded that the Computing Center is working with the College of Arts & Sciences, but doesn't have a full-fledged test network, which is probably the cause of the problems. There is a plan and the intention is to roll it out as soon as possible. Allen asked if the incompatibility of Windows NT and DHCP has been taken into consideration. Bill said he would check into the problems, and stated that he is aware of the relationship between Windows 95/NT and DHCP. n

[Page One](#)

[Campus
Computing
News](#)

[Anti-Spam
Measures Affect
IMAP Users](#)

[GroupWise
"Everyone Mail" A
Problem](#)

[Internet Relay
Chat on Jove](#)

[Benchmarks
Online Monthly](#)

[The Network
Connection](#)

[List of the Month](#)

[WWW@UNT.EDU](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Shift Key](#)

Staff Activities

Transitions

The following are new employees:

- **Michael Puente** has joined Mainframe Technical Services as Mainframe Operations Manager.
- **Samantha Moss** has joined Academic Computing Services as a new part-time Clerical Assistant.
- **Steven Huang** has joined Academic Computing Services as a part-time General Access Lab Monitor.
- **Patrick Tolentin** has joined Academic Computing Services as a part-time General Access Lab Monitor.
- **KC Koechley** has joined Academic Computing Services as a part-time General Access Lab Consultant.
- **Travis Woodruff** has joined Academic Computing Services as a part-time General Access Lab Consultant.

The following people are no longer working in the Computing Center:

- **Youngtae Ryu** worked part time for the Computing Center for four years, working in the Research and Statistical Support Office since November 1996. Upon graduation with his Ph.D. in Technology and Cognition last December, he was offered a job to profess at the Pusan University of Foreign Studies in South Korea. We wish Youngtae well and thank him for his years of excellent service to the Computing Center and University community.
- **Johnny Mayall**, part-time lead lab Consultant, has left the ISB110 General Access Lab for a full-time corporate position in computer support.
- **Michael Noblitt**, part-time General Access Lab Monitor.
- **Sabine Winter**, part-time General Access Lab Monitor.
- **Quavadis Cotten**, part-time General Access Lab Consultant.

Awards

- **Robert Jones**, Programmer/Analyst on the Student Records Data Systems Team, was presented with an award for 10 years of service in December, 1998.
- **Kenn Moffitt**, Web Developer in the Central Web Support area of Academic Computing Services, was presented with an award for 5 years

of service in December, 1998

- **Nancy Fisher**, Voice Response Applications Team Leader, was presented with an award for 10 years of service in April, 1998.

Publications, Presentations

- **Dr. Karl Ho**, Research and Statistical Support Services Manager, attended the 39th Annual ISA Convention held between MARCH 17-21, 1998. He presented the paper titled "The Realization of Women's International Human Rights: Are Religion and Economic Development the Answer?" with Dr. Steven Poe of the Political Science department and Didi Wendel of University of Iowa at the WOMEN'S HUMAN RIGHTS AND INTERNATIONAL LAW panel.

Elections and Appointments

- **Dr. Philip Baczewski**, Associate Director of Academic Computing, was elected to the executive committee of the Texas Society for Music Theory, and also was reappointed to serve on the Networking and Electronic Communications committee of the Society for Music Theory.

[Page One](#)

[Campus
Computing
News](#)

[Anti-Spam
Measures Affect
IMAP Users](#)

[GroupWise
"Everyone Mail" A
Problem](#)

[Internet Relay
Chat on Jove](#)

[Benchmarks
Online Monthly](#)

[The Network
Connection](#)

[List of the Month](#)

[WWW@UNT.EDU](#)

[Short Courses](#)

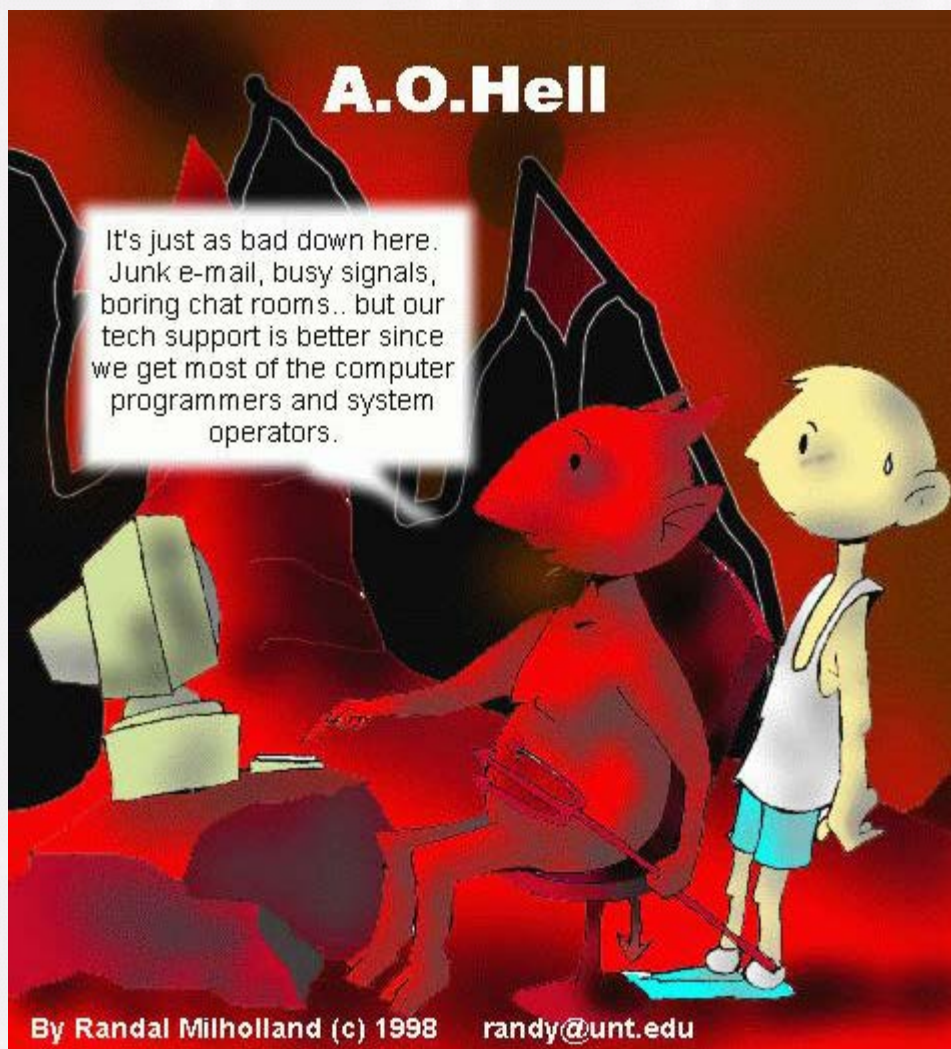
[IRC News](#)

[Staff Activities](#)

[Shift Key](#)

Shift Key

By [Randal Milholland](#), Documentation Assistant



About Benchmarks *Online*

Benchmarks Online is a monthly publication of Academic Computing Services, a division of the University of North Texas Computing Center. It is currently produced with [Microsoft FrontPage](#).

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- [Philip Baczewski](#), *Benchmarks* Associate Editor
- [Randy Milholland](#), Layout and Artwork

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For example: SUBscribe unt-benchmarks Jane Doe

Note: If you subscribe from GroupWise, remember to put **in:** *before* listserv@unt.edu in the address n

[Page One](#)

Campus
Computing
News

[Anti-Spam
Measures Affect
IMAP Users](#)

[GroupWise
"Everyone Mail" A
Problem](#)

[Internet Relay
Chat on Jove](#)

[Benchmarks
Online Monthly](#)

[The Network
Connection](#)

[List of the Month](#)

[WWW@UNT.EDU](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Shift Key](#)

Campus Computing News

By [Dr. Maurice Leatherbury](#), Director of Academic Computing

The campus computing environment continues to be dynamic. All sorts of exciting projects, software acquisitions, training opportunities, etc. are going on across campus. Following are some of the more noteworthy developments in recent months.

- *Desktop Application Software Guidelines* for the campus were approved by the Information Resources Council on February 17th (on the Web at <http://www.unt.edu/irc/policy/deskapps.htm>). The guidelines generally recommend that UNT adopt to the Microsoft Office suite (Word, Excel, and PowerPoint), but each college or administrative area will decide what mix of applications it will support internally. Also, the Guidelines say that unless you make prior arrangements with the receiving person(s), WordPerfect 5.1 is the preferred format for transferring word processing files on campus until September 1, 1998. After that date, Word 6.0 will be the preferred format. The intent of the Guidelines is to prevent problems caused by incompatible versions of software being used, such as one person not being able to read another person's word processing file.
- The Microcomputer Maintenance Shop has started selling and supporting two models of Dell laptop computers. A campus committee evaluated five different brands of laptops and came to the conclusion that the Dell models best fit our general needs. Information on ordering the laptops is at <http://www.mms.unt.edu/prenotebook.htm>. Faculty, staff, and students can purchase personally-owned machines from Dell at the University-negotiated price, although you'll have to get support from Dell directly.
- Academic Computing recently purchased an upgraded version of the Web-based testing package that has been available since October. The new version, called "QuestionMark Perception," does automatic grading of tests (but not, unfortunately, of essay question answers!.) randomized selection of questions from test banks at the time of testing, and has extensive reporting capabilities. A description of the package will be found at <http://www.unt.edu/teachtech/>, under the "Web testing at UNT" heading. The new package might not be fully installed and running by the time this issue of *Benchmarks* is published, but will be available by the fall 1998 semester. Contact Maurice Leatherbury (x3854, or leatherb@unt.edu) if you have any questions about Web testing.
- The [Interactive Learning Team](#) from Academic Computing put on a 16-session [Distributed Learning Curriculum](#) for Faculty from January 27th through May 12th. The purpose of the course was to introduce faculty to the possibilities of distributing their courses on the Web and via two-way videoconferencing. An abbreviated version of that series of courses will be offered immediately after the end of the Spring semester – watch for an announcement in your mailbox soon. [Jenny Jopling](#) at x4662 can tell you more about the courses.

- A "[Computer Advantage](#)" program, similar to the Service Advantage program run by Human Resources, was established in the Fall by Sandy Burke. The Computer Advantage participants have been working hard to get themselves trained so they can offer computing short courses and have already offered several courses such as Microsoft Word, Excel, and GroupWise 5.2. They will be offering an expanded curriculum of courses in the future, including Microsoft Access classes in the Summer. Contact [Sandy Burke](#) (x3856) if you want to join Computing Advantage or if you have questions about the course schedule.
- The Registrar's office and Academic Computing have cooperated to establish and equip a new computer training room in the [Eagle Student Services](#) Center(room 152.) The new facility has 23 student workstations and will be used for SIMS training, etc. as well as for the short courses that Academic Computing and the Computer Advantage program offer. [Sandy Burke](#) (x3856) is the contact person in the Computing Center for the use of the room, and Dallas Newell (x4604) handles the Registrar's use of the room.
- The Instructional Program Group of the IRC is forming a campus-wide committee of persons who are interested in adopting a Web course management system. The goal is to get a system in place by the fall semester that will provide a framework for delivering Web-based courseware, tracking student progress, and administering Web tests. At the time of this writing, [TopClass](#) and [WebCT](#) were the two packages that Academic Computing have identified as the best candidates for our use. Let [Maurice Leatherbury](#) know if you have any thoughts on that type of software or would like to join the evaluation committee.
- An extensive set of computer-based-training packages has been purchased and installed on campus for student, faculty, and staff use. A description of the software can be found at <http://www.unt.edu/training/CBTSystems/CBTSystems-Instructions.htm>. From a campus PC, you can take training courses on the Microsoft Office products, learn how to program in C++, and even learn Novell networking. Plans are currently underway to sell CD-ROMs containing this software in the UNT Bookstore.
- The Computing Center recently completed a new installation package for the Internet software that is used for dialing into campus computers. The package includes a recent version of Netscape, the student E-mail client [Simeon](#), and several other packages. Available in the Bookstore on CD-ROM for \$10, it works on Windows 95, Windows NT, and the Macintosh and makes it very easy for you to set up your computer for free or Premium [Remote Access](#) to UNT's dial-up Internet services. More information about the CD-ROM can be found at <http://www.unt.edu/helpdesk/inet/internet.htm#Software for Basic Internet Service>
- Academic Computing recently purchased a 4-user version of the MatLab software package for use on [Sol](#), the Unix research computer. That package will add some capabilities for mathematical analysis that Mathematica and Maple (which we already have) doesn't provide. Contact [Philip Baczewski](#) (x3886) or [Marc St.-Gil](#) (x3408) if you have any

questions on those packages.

- [Research and Statistical Support Services](#) is evaluating the latest version of SPSS for Windows (v. 8.0). The new features of the software include HTML conversion of output files, pivot table output, interactive graphics and new statistical procedures. Other software supported by the office is:
 - SAS 6.12
 - LISREL 8.2
 - Eviews 3.0
 - DBMS/COPY 6.0
- In February, the Computing Center had to order additional phone lines to accommodate the demand for Premium Remote Access Service subscriptions. Twenty-four (24) lines were added to the 168 lines in the Denton area, giving us the capability of supporting 1344 dial-up users at our guaranteed seven-user-to-phone-line ratio. PRAS costs \$45 per semester for plain old telephone service ("POTS") and \$90 per semester if you want ISDN service at 128Kb/sec. At the end of March there were 1200 subscribers in Denton and 276 in Dallas/Ft. Worth (out of the 329 subscriptions available there.) n

[Page One](#)

[Campus
Computing News](#)

**Anti-Spam
Measures Affect
IMAP Users**

[GroupWise
"Everyone Mail" A
Problem](#)

[Internet Relay
Chat on Jove](#)

[Benchmarks
Online Monthly](#)

[The Network
Connection](#)

[List of the Month](#)

[WWW@UNT.EDU](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Shift Key](#)

Anti-Spam Measures Affect IMAP Users

By [Dr. Philip Baczewski](#), Associate Director of Academic Computing

If you frequently read mail in your UNT E-mailbox via a non-UNT Internet service, please pay careful attention to the information below.

SPAM (unsolicited mail flooding servers) has become a major problem with mail systems. To protect you and others from this problem, we are implementing several measures to eliminate the use of UNT systems to transfer SPAM mail. These changes will be applied to [imap.unt.edu](#) on **4/20/98**.

This has a possible side effect for non-UNT ISP users that can be easily remedied by changing some settings in your mail configuration options. If you are using a non-UNT ISP and using [imap.unt.edu](#) as your **outgoing** mail server, you will not be able to send mail to non-UNT Internet addresses.

To configure your software to be able to send your UNT E-Mail from a "foreign" ISP you only need to change the setting for the outgoing mail server to be your ISP's mail server instead of UNT's (probably currently set to [imap.unt.edu](#)). For more information about making this change in various IMAP mail clients see: <http://www.unt.edu/ACSUNIX/services/E-mail/mailserver.html>

Any questions about this change can be addressed to helpdesk@unt.edu (940-565-2324). n

[Page One](#)

[Campus
Computing News](#)

[Anti-Spam
Measures Affect
IMAP Users](#)

GroupWise
"Everyone Mail" a
Problem

[Internet Relay
Chat on Jove](#)

[Benchmarks
Online Monthly](#)

[The Network
Connection](#)

[List of the Month](#)

[WWW@UNT.EDU](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Shift Key](#)

GroupWise "Everyone Mail" a Problem

By [Sandy Burke](#), Computing Center Support Services Manager

Please review the following guidelines for using the group setup for "everyone" mail. There are special provisions you need to make before sending out a message, as well as considering if this **IS** really important enough to send out to all mailboxes using GroupWise. I received one message 3 times!

Complaints are coming in from all over campus about the proliferation of messages, and even though we all have a delete button, there is a responsibility of the sender to make sure those receiving the message are really interested. Is this of enough interest campus wide to pay for postage? to pay for printing costs? to pay for employees to fold, label, and put in campus mail? If not, then **THIS IS THE WRONG WAY TO DISTRIBUTE YOUR MESSAGE ELECTRONICALLY ALSO.**

Please read the following guidelines as set out by the Vice Presidents and Provost last year. They are still meaningful and should be followed.

Large Group E-mail Guidelines- 2/17/97:

The Provost and all Vice Presidents recommend the following guidelines for using large E-mail groups:

1. Departments and individuals should be judicious in sending E-mail to all faculty and staff. Many recipients may consider the message to be annoying "junk mail," especially if "everyone" messages continue to proliferate at the current rate. As a general guideline, the message should be of sufficient general value that it would justify being sent as a memorandum if E-mail were not available. In other words, is the message important enough to justify sending to virtually every University employee? Campus-wide discussions should use Usenet news groups, not E-mail.
2. All large group mailings should use appropriate mail groups. A public group will be maintained in the GroupWise (GW) address directory that will include all UNT faculty and staff in the GW directory, as well as more limited groups such as department heads and account holders. Offices or individuals that make frequent or regular large group mailings, that are not official notifications to all faculty and staff, are encouraged to maintain their own groups. Messages to these groups should have an introduction indicating willingness to remove an individual from the group if requested by return E-mail.
3. Anyone sending mail to large groups should use the GroupWise send options to conserve system resources. In the "Mail To" screen, select "send" and then "send options." For the current mail message, these options will override the typical preferences. Generally, the following send options should be selected:

- no status information
- low priority
- expiration date set to delete unopened messages in two work days
- do not notify recipients unless it is an urgent official message
- no return notification
- no reply requested

Also, from the main GW screen, select "file" and "preferences" to confirm that the "advanced" send option is set to "insert in out box." Then, if a mistake is made, the out box message may be used to "delete" the message from all "in boxes," correct it, and resend. Take care to delete from in boxes, not the out box. n

[Page One](#)

[Campus
Computing News](#)

[Anti-Spam
Measures Affect
IMAP Users](#)

[GroupWise
"Everyone Mail" A
Problem](#)

Internet Relay
Chat on Jove

[Benchmarks
Online Monthly](#)

[The Network
Connection](#)

[List of the Month](#)

[WWW@UNT.EDU](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Shift Key](#)

Internet Relay Chat on Jove

By [Dr. Philip Baczewski](#), Associate Director of Academic Computing

As of the upgrade of jove.acs.unt.edu to Solaris version 2.6 on January 7, 1998, an Internet Relay Chat (IRC) client was no longer installed on the system. IRC users instead are urged to take advantage of available client programs for Windows PCs or Macintosh Computers. The IRC client program was not restored to Jove for a number of reasons, including the following:

1. **Resources:** the mission of Jove is primarily to provide student E-mail and Web publishing services. E-mail in particular consumes a great amount of Jove's resources. Optional programs like IRC take away from resources needed for serving the E-mail needs of a large population of students.
2. **Security:** the culture of IRC users and the features of IRC clients, make it very easy for someone external to UNT to take advantage of a novice IRC user to gain unauthorized access to UNT [UNIX](#) systems. Such unauthorized access jeopardizes services for the 20,000 students who depend on Jove for reliable E-mail services.
3. **Mission:** E-mail in particular, has become central to the mission of the University in carrying out instruction and research. While we allow use of UNT E-mail services for casual messages to family and friends, the main purpose of providing E-mail is in support of learning and/or scholarly research. IRC has not been shown to be central to these activities which lie at the core of UNT's mission.
4. **Strategy:** In order to maximize central computing resources and provide an effective Internet service for novices and experts alike, we have adopted a strategy of supporting client/server programs for Internet access. A number of good and powerful programs for E-mail, Web publishing, and many other Internet activities exist for Windows PCs, Macintoshes, and freeware systems like LINUX. Moving client activity off of Jove will maximize the server resources available for our large population of Internet users.

This semester (spring, 1998) we have not actively prevented individuals from acquiring and running copies of IRC on Jove. As of May 15, 1998, however, the Computing Center will take more active steps to prevent IRC clients from running on Jove. This does not mean that IRC will be unavailable to those accessing the Internet via UNT. Several free or shareware IRC clients are available for Windows PCs and Macintoshes (including MIRC for Windows and chatnet for Macintosh). These programs can be found by searching the Web sites, www.filez.com and www.shareware.com.

Questions or comments about this change in services may be directed to Dr. Philip Baczewski, Associate Director of Academic Computing Services by sending E-mail to baczewski@unt.edu.

[Page One](#)

[Campus
Computing News](#)

[Anti-Spam
Measures Affect
IMAP Users](#)

[GroupWise
"Everyone Mail" A
Problem](#)

[Internet Relay
Chat on Jove](#)

**Benchmarks
Online Monthly**

[The Network
Connection](#)

[List of the Month](#)

[WWW@UNT.EDU](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Shift Key](#)

Benchmarks *Online* Monthly

By [Claudia Lynch](#), *Benchmarks* Editor

If you have been a frequent reader of *Benchmarks* (or wanted to be), you know that the publication has had it's problems in the recent past. In an effort to alleviate those problems and to be more responsive to our campus readers, we have launched this monthly online publication. We are planning to publish the [Newsjournal](#) version of *Benchmarks* quarterly, but that may prove impossible due to the limited staff (one full-time and one part-time staff member) and time available. We will keep you posted on the status of the quarterly publication.

Meanwhile, if you would like to know when the latest issue is available and get a preview of it's contents, you can subscribe to the **Benchmarks Online** mailing list, unt-benchmarks. To subscribe to this list just send mail to listserv@unt.edu and in the body of the message put the command:

SUBscribe unt-benchmarks Your_name n